

# Welcome Human Services Connections

September 23, 2020 1:00 pm – 2:30 pm





# Councilmembers

## Jennifer Adams and Lauren Kuby



**Tempe**  
Making waves in the desert

# Agenda

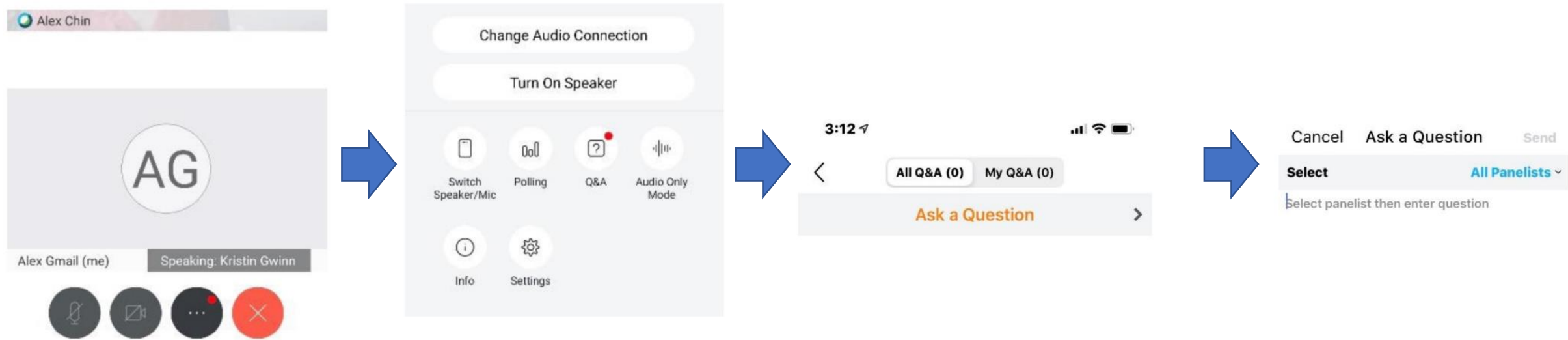
- Welcome - Councilmember Jennifer Adams
- WebEx instructions - Council aides Alex Chin and Kristin Gwinn
- First Session
  - City of Tempe Human Services Department – Naomi Farrell
  - Tempe Community Action Agency – Deborah Arteaga
  - Mountain Park Health Center – Matt Jewett, Janey Pearl Starks, and Ted Gutierrez
  - ICNA Relief - Salina Imam
- Break for Q & A
- Second Session
  - City of Tempe Human Services Department - Naomi Farrell
  - Human Services video
  - City of Tempe CARE 7 – Kristen Scharlau
  - City of Tempe Homeless Solutions – Nichole Stevens
- Break for Q & A
- Closing - Councilmember Lauren Kuby



# WebEx Instructions



- Using the Q&A feature



- Email [Kristin\\_Gwinn@tempe.gov](mailto:Kristin_Gwinn@tempe.gov)

# Human Services Connections

Human Services  
Department



# Human Services Overview

- Three pillars of Human Services: crisis, stability, self-sufficiency
- Support for individuals and families through the entire human experience
- Full continuum of services through three distinct areas: Social Services, Community Partnerships & Resources, and Education & Senior Services
- Collaboration with multiple city departments for programs and services
- Partnerships with nonprofits, schools, faith community, governments



# COVID-19 Response



- CARE 7 Crisis Response

- Mental health counseling for the community
- Support groups and scheduled home visits for youth
- In-person and virtual support for veterans, domestic violence victims
- Resource connection for new, existing clients

- Housing Services

- Purchase of affordable housing units
- Operation of emergency shelter units with case management component
- Emergency rent assistance
- Emergency home repair funds
- Partnership to provide free flu shots to housing clients
- Purchase of cellphones, tablets, food and supplies to assist clients



# COVID-19 Response



- Homeless Solutions
  - Temporary congregate and non-congregate housing for vulnerable individuals
  - Full-time homeless outreach specialist for HOPE team
  - Temporary shower program; purchase of mobile shower unit
  - Cooling center open daily for heat relief
  - COVID-19 rapid testing
  - Up to \$500,000 in nonprofit grants supporting homeless services





# COVID-19 Recovery



- Highlights include:
  - \$500,000 available in grants for nonprofits through Tempe Community Council
  - New financial navigator program for people impacted by the pandemic
  - Continued purchase of affordable housing units and emergency shelter units
  - \$2 million in rent and mortgage assistance available later this year
  - Additional funds for emergency home repair program
  - Childcare subsidies and digital equity efforts for families
  - Workforce development
  - EnVision Center to foster long-lasting self-sufficiency

# Community Impact

Learn more in our annual  
Human Services Impact Report

[Tempe.gov/humanservices](https://tempe.gov/humanservices)





COVID-19  
Response



Alleviating hunger, poverty, and homelessness since 1966

# Program Changes & Adaptations

- **Food Pantry:** change in hours, hold on private donations of foods, food box delivery to seniors, restricted lobby access, food lines outdoors, food box delivery to Tempe/Kyrene schools
- **Community Action Program:** phone-based submissions, cares act funded rent/utility assistance
- **I-HELP Emergency Shelter:** health screening requirement, utility assistance for host sites, sanitization of host sites, modified meal service procedures
- **Oasis Drop-In Center:** New program added to provide daytime relief site and access to services







# Program Changes & Adaptations

- **Senior Congregate (Meal to Go) and Home-delivered Meal Programs:** temporary hold on congregate meals, added meal-to-go service, modified home-delivered meal handoffs
- **Neighbors Helping Neighbors In-Home Care:** temporary hold on in-home services, shifted to phone-based case management, limited transportation assistance, placed hold on new enrollments
- **Health Start Prenatal/Postpartum Services & Parenting/Early Childhood Support:** temporary hold on in-home services, added phone-based workshops
- **Financial Success Center:** temporary hold on new enrollments, limited services to phone-based assistance only, added phone-based workshops
- **Community Engagement:** limited/no in-home services by volunteers, temporary hold on volunteer groups with exception of community gardens

# COVID-19 Impact

PROGRAMS EXPERIENCING THE GREATEST DEMAND	NOTEWORTHY
<b>Emergency Rent Assistance</b>	1,960 unduplicated households seeking rent assistance (April-August) >2,000 application downloads from our website  TCAA can provide rent assistance to ~800 households through December 2020.
<b>Emergency food</b>	Requests for emergency food boxes increased. Food supplies have decreased.
<b>Senior Nutrition &amp; In-Home Care</b>	Seniors accessing home-delivered meals increased from 280 to 446. In-home care services are limited.
<b>Emergency Shelter &amp; Daytime Respite Center</b>	149 sheltered since March, 779 walk-in visitors at the Oasis Center in 1 <sup>st</sup> two months. Longer stays in shelter due to restricted job and housing options.



# Future Forward



- Prioritize services to households impacted by COVID-19
- Continue to offer expanded home-delivered meals for seniors & adults with disabilities
- Restart employment assistance and financial coaching
- Restart in-home services for seniors
- Restart congregate meals at senior centers
- Increase the variety of services offered at the Oasis Drop-In Center
- Continue to offer flexible service options using technology tools
- Address inadequate facility space for TCAA programs

# Takeaways

- Increased stress, isolation, frustration, loneliness, depression
  - Restricted access to traditional supports
  - Greater/long-term need for basic essentials
  - Housing insecurity compounded by extreme heat
  - Fatigue among human service workers
  - Financial uncertainties for nonprofits
  - Rapid increase in demand
  - Resources are limited/stretched
- 
- + Willingness to volunteer
  - + Improved efficiencies
  - + Greater public awareness/understanding of human service needs
  - + Financial Success Center back in business



# Mountain Park Health Center

*Matt Jewett – Director of Grants*

*Janey Pearl Starks – Director of Equity, Diversity & Engagement*



# Overview



- 7 Clinics around the valley
- Almost 1,000 Employees



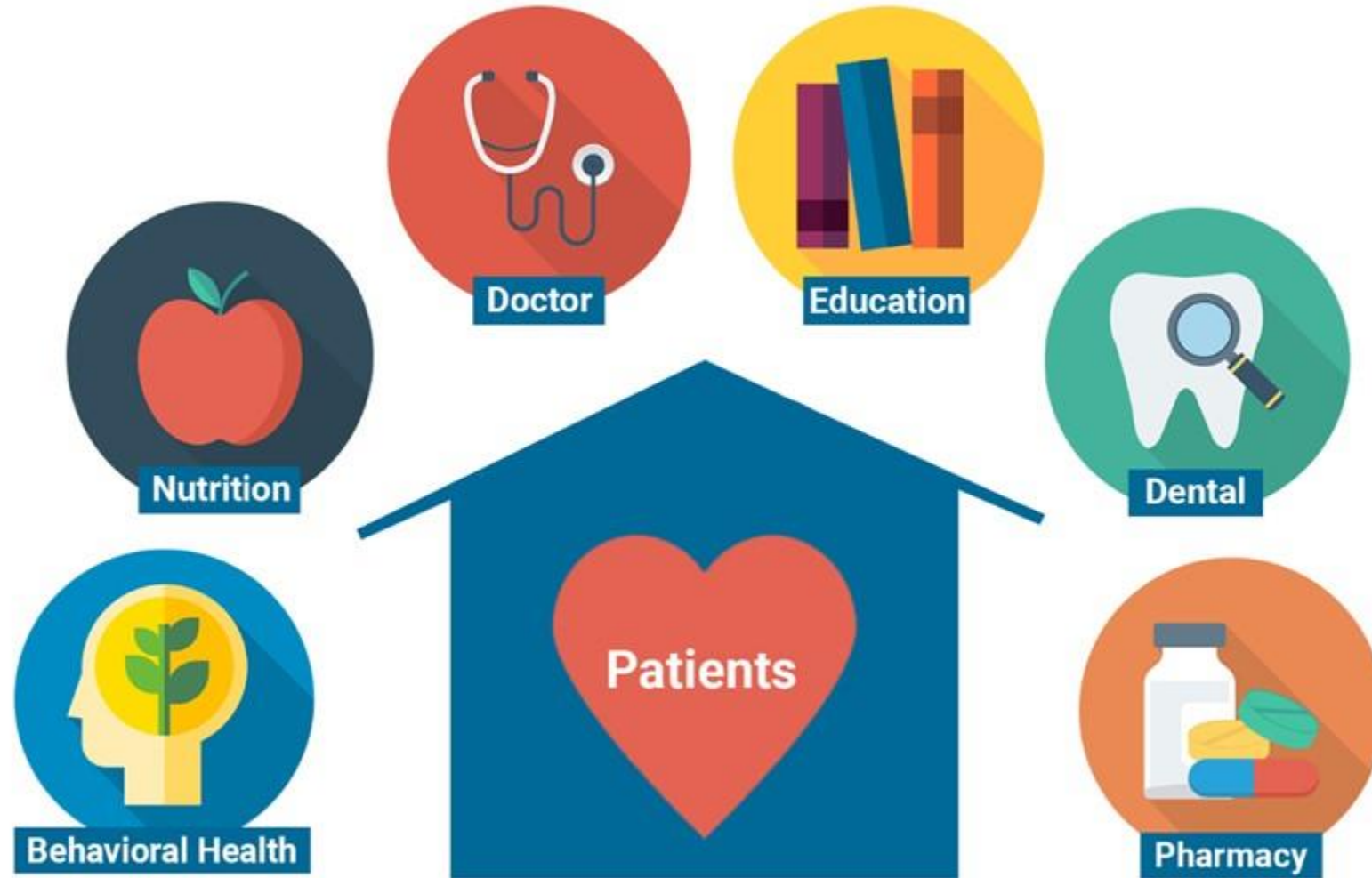
- More than 90,000 patients
- 395,000 patient visits per year
- 40 years of service





# Care Under One Roof

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# Medical Services During COVID-19

- Visits at 90% of pre-pandemic levels, but half are now virtual
- COVID-19 tests are now coming back faster (2-3 days) and positivity rate has fallen to 5%
- Number of tests steady at 200/week (all locations)
- Child vaccinations down 22% in first 3 months of pandemic compared to previous year
- Adequate PPE supply (4 weeks)
- Gave away 5,000 back to school backpacks with back to school physicals – regardless of what back to school looks like, want to keep kids healthy





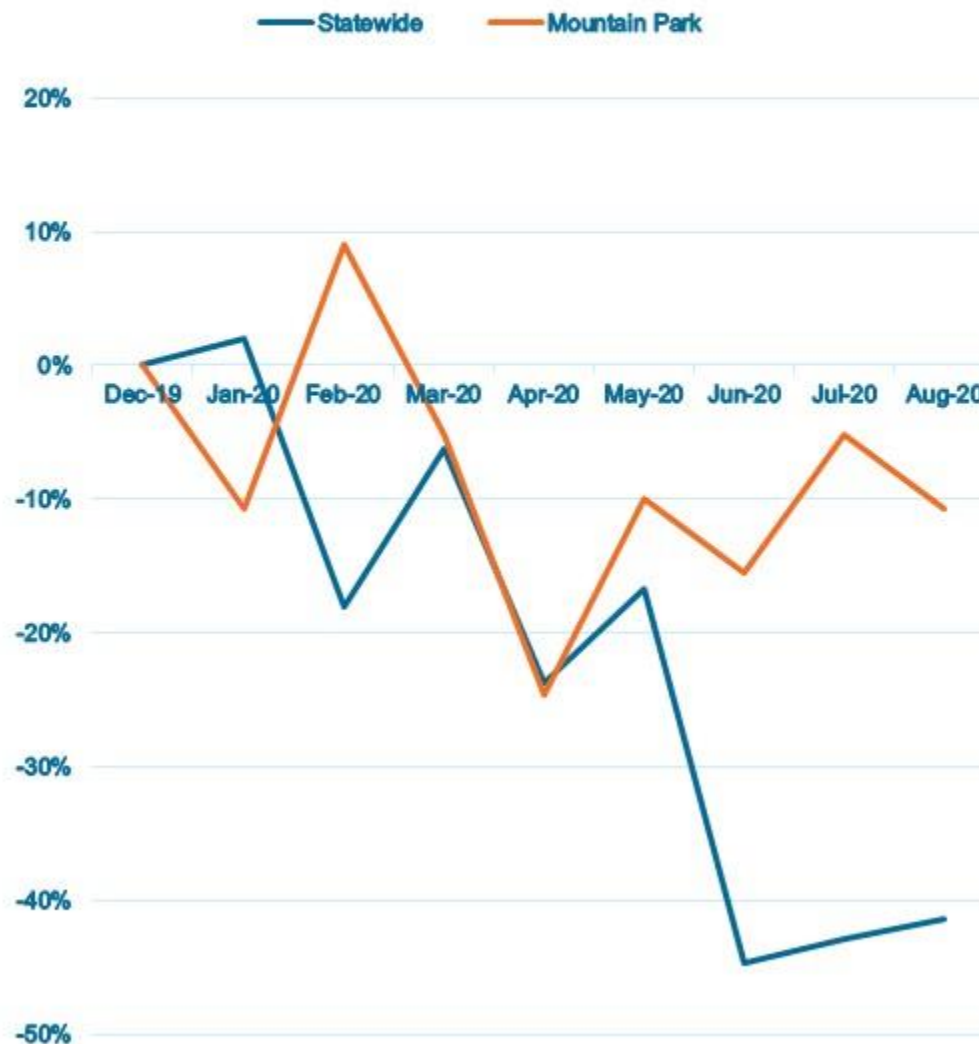
## Food Insecurity

- \$4,000 from Tempe Community Foundation
- 202 families, 925 individuals received food bags
- 20,000+ fed at all clinics through St. Mary's partnership

# Public Programs

- Mountain Park assists with benefit applications
- AHCCCS, SNAP not requiring renewals
- SNAP applications up slightly, AHCCCS applications steady or downward

New AHCCCS Applications  
Mountain Park/ Statewide







# ICNA Relief 2020



ICNA Relief

**PLEASE DONATE GENEROUSLY**

**1-866-354-0102**

**WWW.ICNARELIEF.ORG**



# ICNA Relief 2020

## People Served Nationally

731,473 people served

183,154 families served

357,841 children served

51,026 elderly served

## People Served in Arizona

32,405 people served

6,481 families/household served.

People served in Tempe

Adults 6846 children

13,600





# ICNA Relief ARIZONA

ICNA Relief Arizona Main

Location:

5030 S. Mill Ave. Suite #C5

Tempe, AZ 85282

Women's Transitional  
Homes in Chandler, AZ

12 distributions locations

located in Glendale, Tempe,  
Phoenix, Tucson, and Yuma

Food Pantry and health screening  
available at distributions locations .

Free health screening is offered at all  
Food Pantry distribution locations .

# Break Q & A



**Deborah Arteaga**

Tempe Community Action  
Agency

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Janey Pearl Starks,  
Ted Gutierrez**

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**Naomi Farrell**

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Human Services  
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**Please use the Q&A feature or email [Kristin\\_Gwinn@tempe.gov](mailto:Kristin_Gwinn@tempe.gov)**





# Tempe Human Services

# Human Services Connections

**CARE 7  
COVID-19  
Response**



**Tempe**

Making waves in the desert





## Program Areas



- 24/7 Crisis Response Unit
- VS276 Victim Services Crisis Response Unit
- Victim Services
- Veteran Services
- Counseling
- High School Youth Specialists
- Trauma Awareness Education and Training
- High Intensity Client Services (Case Management)
- Financial Navigation



# Program Adaptations



- There has been no interruption to CARE 7 services due to COVID-19, although modifications were made in some program areas to quickly expand virtual platforms.
- **Crisis Response** is available through the 911 system for Tempe residents in need of immediate behavioral or social services. CARE 7 can facilitate 24/7 connection to mental health and substance abuse treatment programs, for adults and children/teens.
- **Veterans and Victims of Crime** are offered continued services in person, virtually, and by phone.
- **Licensed Counseling Services**
  - Transitioned to telehealth, with phone and video options.
  - Developed **COVID-Care**, offering three free counseling sessions to those affected by COVID. Sessions are available via telephone or video and they focus on understanding stress, developing coping skills, and finding hopeful solutions to manage life in the time of coronavirus. Sessions are open to people age 18 and older.







# Program Adaptations



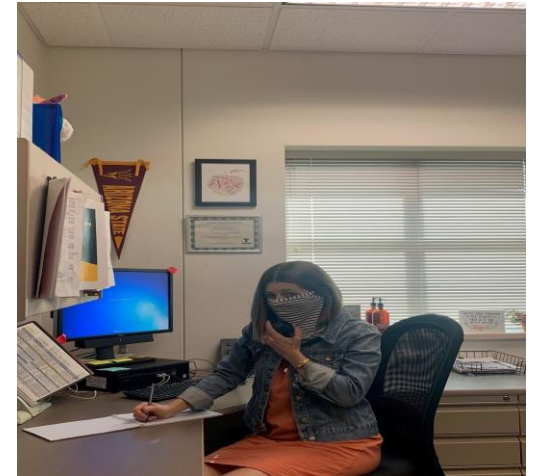
- **Youth Specialist Program for TUHSD students**
  - Virtual support groups for students.
  - Scheduled home visits during campus shutdown, offering basic-needs items to families.
- Addition of a **Financial Navigator** position, providing individualized support to households financially impacted by COVID.
- Continued community resource connection for financial assistance, food pantries, mental health services, and more, is available by calling the CARE 7 office. A phone call can be the starting point for all other CARE 7 services.
- Limited basic-needs items are available when community resources are not open or cannot be accessed. Resource connection is available for those seeking shelter.
- Tempe Cooling Center services. CARE 7 provided staffing at the cooling center for participants needing additional services and resources, including mental health assistance.



# CARES Act/Grant Funding for CARE 7 Programs



- One-year funding for another licensed counseling professional.
- One-year funding for six Youth Specialists positions, to be placed at each of the Tempe Middle Schools.
- New grant award (not CARES Act) for financial empowerment services that will launch on October 5, 2020. The CFE grant will provide residents with connections to resources that can assist them with COVID-related financial issues.







## CONNECT TO SERVICES

- Connect to COVID Care by calling **480-350-8004**. A brief phone screening is required.
- Contact Crisis Response at **480-350-8004** for non-emergent needs, resource connection, and victim advocacy.
- Victim Services can be reached at **480-350-8004** or by email.
- Contact Veteran Services at **480-858-2108**.
- Direct email contacts for Youth Specialists on each of the seven TUHSD campuses.

# Human Services

## HOPE Outreach COVID-19 Response



# State of Homelessness- East Valley Cities



- Homelessness is on the rise regionally
- Maricopa County's unsheltered population is **3,767**
- Maricopa County's unsheltered population increased 18% from 2019 to 2020

City/Town	2019	2020	Change
Chandler	54	75	39%
Gilbert	2	8	300%
Guadalupe	21	22	5%
Mesa	206	338	64%
Phoenix	2,030	2,380	17%
Scottsdale	76	102	34%
Tempe	373	396	6%

Data Source: MAG 2020 Point In Time Count – Unsheltered East Valley



# HOPE Outreach- Services Provided



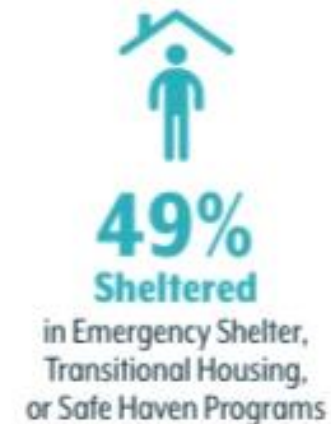
- Daily Street Outreach (Parks, Streets, Abandoned Buildings, River bottom, Cars)
- Photo ID, Social Security Cards, Birth Certificates
- Housing Assessments
- Connection to Behavioral Health Providers
- Connection to Substance use Providers
- Tempe Mental Health Court
- Housing Assessments for both Singles & Families
- Diversion (Bus Tickets)
- Homeless Management Information System (HMIS)



# COVID-19 Response

- Non-Congregate Shelter- Hotel
- Temporary Congregate Shelter- Salvation Army
- Seven (7) Handwashing Stations
- Cooling Stations
- COVID-19 Rapid Testing
- Shower Program
- Cell Phones

# Volunteers Needed January 2021



## 2020 Point in Time Count

Data Source: MAG 2020 Point In Time Count



# Break Q & A



**Naomi Farrell**

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**Kristen Scharlau**

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**Nicole Stevens**

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# Thank you for attending



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**Nichole Stevens**

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# Connect with us:

**Our Human Services Needs Assessment  
survey closes Sept. 30. Take it today:  
[tempe.gov/humanservices](http://tempe.gov/humanservices)**

**Learn more about new grants for nonprofits -  
\$500,000 available  
[www.tempe.gov/humanservices](http://www.tempe.gov/humanservices)**

